

1 wherein said message is a multimedia message.

*A1
cont.*

14. (Amended) The [call center] apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of accessing a remote computer system in response to receipt of said information from said calling party.
15. (Amended) The [call center] apparatus for caller information retrieval of Claim 1 wherein said CSRS is further capable of forwarding said incoming call to another telephone number in response to receipt of said information from said calling party.

REMARKS

This amendment corrects some minor clerical errors and some grammatical errors. The preambles of claims 1-15 have been amended to more clearly define the invention. Support can be found for the amendment to the claims at page 4, lines 5-10 and page 7, lines 1-4.

No additional fee is required.

Respectfully submitted,



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